Product Support Notice

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PSN #	PSN003099u

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Name of problem Flash corruption on 16xx phones when upgrading to Release 1.3

Products affected

1603, 1608, and 1616: Release: 1.3

Problem description

The possibility exists that when upgrading to R1.3, 16xx phones may suffer flash corruption, rendering the phone useless.
There are 2 types of flash corruption occurring:

a) **NVRAM corruption** -which occurs intermittently during the process of upgrading to release 1.3. Symptoms are garbage characters on the display, LED and display backlight anomalies

b) **Boot code corruption** – manifests as phones that power up but do not come into service or phones that are completely dead. This issue occurs on phones running R1.22 factory release.

Resolution

This issue has been resolved in new GA firmware 1.3.4, or greater, which is now available on support.avaya.com under the download section for 1600 IP Telephones.

Workaround or alternative remediation

n/a

Remarks

n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions | **Service-interrupting?**

n/a | No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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